

JOB DESCRIPTION – SERVICE DELIVERY MANAGER

Job Title: Service Delivery Manager

Company: Damovo Global Services

Geographical Remit: Global

Location: Poland

Reporting to: Operations Director, Damovo Global Services

Overview:

The Service Delivery Manager role is required to ensure effective delivery of the ICT production environment and high quality services and support for our Global customers. This role is responsible for managing the in-life technical aspects of ICT projects and user support. This role will lead multi-disciplined teams in implementing and operating technology and software. The position requires a broad range of technical skills in managing a diverse operational environment with a focus on customer service and partner liaison.

The Service Delivery Manager will manage multi-disciplined teams that support an advanced infrastructure, utilising private cloud, SAAS, and IAAS environments and includes:

- Technical Support Management
- Helpdesk Support Management (for external users)
- IT operational management processes and SLAs
- Supplier management
- Multi-vendor environments
- Single sign-on & integrations
- IT performance metrics and reporting
- Security & Compliance

Key Responsibilities:

This position will be responsible for ICT technical support of our customer's production and test environments, the timely delivery of projects to maintain existing systems and to introduce new and improved technology and services. Given the pace of change of ICT in all industries, duties and responsibilities include but are not be limited to:

- Development and commercialisation of contractual services and service concepts for our customers.
- Responsible for the delivery of the contractual services.

- Profit and Loss responsibility on the assigned accounts.
- Creating and presentation of the agreed KPI reports.
- Responsible for customer invoicing.
- Embedding and driving compliance with policy and standard operating procedures.
- Driving the extraction of maximum value from service contracts including partner performance.
- Supporting and documenting the delivery and integration of ICT software and services into the company's technical architecture.
- Delivery of change control and request management processes.
- Managing projects to implement and improve ICT services available to the company and its stakeholders and delivering same on time and within budget.
- Developing and driving an accurate understanding of how ICT services are used through the recording of quality data in the company's ICT support system and from partner SLA reports.
- Providing service management support to customers.
- Providing an escalation point to customers with service problems.
- Researching and developing methods in which current and emerging technology can assist the company's growth strategy.
- Researching, developing and embedding best practices for ICT within the company.
- Advising customers on technology and software lifecycle.

Person Specification:

- A thorough knowledge of current and emergent technology is required, plus the ability to spot opportunities and exploit these.
- Experience in managed services, maintenance in the IT environment, customer help desk, ITIL and port-based pricing models "Pay per use".
- Excellent communication skills: necessary for clear communication of technical concepts to customers.
- Excellent level of English – both written and verbal.
- Professional presentation skills in front of an audience and via collaboration and video tools.
- 5 years minimum of proven experience in a Global Service Delivery role.
- Numerate and literate and have excellent problem resolution skills.
- Hugely customer orientated.
- Goal and service-oriented with a sales approach.

- Management of work: project planning, time management and team skills (this is an important aspect as members of this team rely on each other's specialist knowledge in some areas).
- Technically articulate with a good knowledge of infrastructure and systems and the integrations between systems as they would apply.
- Willingness to learn new subjects and present these to customers.
- Ability to work on own initiative.
- Education Level: Degree level or relevant experience.
- As this is a global role candidates must be flexible and be willing to travel to attend various customer meetings/presentations when required.

Desirable qualifications:

- ITIL V3 Certified professional
- ISO 20000 professional or itSM certification

What's on offer:-

- A permanent role offering excellent benefits.
- Career progression in a growing ICT organisation.
- Global exposure dealing with major industry recognised partners.
- The chance to create, present and deliver the very best industry services.
- To become an integral member of a highly motivated team who'll support you every day.

About Damovo:

Damovo delivers technology-enabled business efficiencies to enterprises around the world.

Our customers benefit from our 40 years of experience, expertise and ecosystem of industry partners. Our portfolio includes solutions around Unified Communications and Collaboration, Enterprise Networks, Contact Centres, Cloud Services and Global Managed Services.

Damovo has regional offices across Europe and a global capability spanning over 100 countries. Whatever the sector and wherever the geography, we give our 2,000 customers the tools they need to accomplish continuous business improvement.

If you find this opportunity of interest or would like to discuss further, please contact Laura Shortt in Human Resources in confidence at Laura.Shortt@damovo.com or on +353 83 0093876.